



Operational Status Report

Kentucky MMIS Project

*Cabinet for Health and Family Services
Department for Medicaid Services*

Status Month End June 2014

Cabinet for Health and Family Services Department for Medicaid Services

| | |
|--|--|
| <u>Role:</u> | <u>Name:</u> |
| Author | Janet Penn |
| Reviewer | Gregg Currans |
| HP Enterprise Services Management | Matt Dawson, Account Executive |
| Client | Commissioner Lawrence Kissner Deputy Commissioner Lisa Lee Deputy Commissioner Neville Wise Medicaid Systems Director Jennifer Harp |
| DELIVERABLE TITLE: Operational Status Report | DATE SUBMITTED: July16, 2014 |
| FILE NAME: 2014-06_KY_MMIS_Operational_Status_Report.docx | AUTHORING TOOL: Microsoft Word 2007 |

Table of Contents

| | | |
|-----------|---|-----------|
| 1 | Executive Summary | 4 |
| 1.1 | Encounter Load Statistics | 5 |
| 1.2 | Change Order and Defect Statistics | 6 |
| 1.1 | Change Order and Defect Statistics (continued) | 7 |
| 2 | Unplanned System Outages | 8 |
| 3 | Billable Hours | 9 |
| 3.1 | Billable Hours Usage Summary (Contract Year 2014) | 9 |
| 3.2 | Running Total (Contract Year 2014) | 10 |
| 4 | Monthly Ad hoc Requests | 11 |
| 4.1 | Inventory Summary | 11 |
| 4.2 | Inventory Detail | 11 |
| 5 | FFS Paper Claim Receipt Statistics | 15 |
| 6 | Electronic Claim Submissions..... | 16 |
| 7 | Monthly FFS Claim Totals by Media..... | 17 |
| 8 | Monthly Claims Operations..... | 18 |
| 8.1 | FFS Monthly Financial Cycle Summary..... | 18 |
| 8.2 | Monthly MCO & NEMT Capitations | 19 |
| 8.2 | Monthly MCO & NEMT Capitations (continued) | 20 |
| 8.3 | FFS Adjudicated Original Claims (By Claim) | 21 |
| 8.4 | Monthly FFS Top Ten Procedure Codes | 22 |
| 8.5 | Monthly FFS Top Ten Diagnosis Codes..... | 22 |
| 8.6 | Monthly MCO Top Ten Procedure Codes | 23 |
| 8.7 | Monthly MCO Top Ten Diagnosis Codes | 23 |
| 8.8 | Monthly FFS Top Ten Denial Reasons (By Detail Line) | 24 |
| 8.9 | Monthly FFS Top Ten Suspense Reasons (By Detail Line) | 24 |
| 8.10 | FFS Suspended Original Claims by Age (By Claim) | 25 |
| 8.11 | FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim) | 25 |
| 9 | Monthly Third-Party Liability..... | 26 |
| 9.1 | FFS Third-Party Liability Monthly Activity | 26 |
| 10 | Monthly Finance/Adjustments | 27 |
| 10.1 | Monthly FFS Financial – Accounts Receivable | 27 |
| 10.2 | Monthly FFS Financial - Checks..... | 27 |
| 10.3 | Monthly FFS Financial – Adjustments | 27 |
| 10.4 | Monthly FFS Financial - Mass Adjustments | 28 |
| 11 | Provider Relations | 29 |
| 11.1 | Provider Field Representatives..... | 29 |
| 11.1.1 | Provider Visits | 29 |
| 11.2 | Conference Calls (Calls Greater Than 30 Minutes)..... | 29 |
| 11.3 | Association Meetings | 29 |
| 11.4 | Provider Contacts | 29 |
| 11.5 | Provider Workshops..... | 30 |
| 11.6 | Provider Services..... | 31 |
| 11.6.1 | Provider Services..... | 31 |
| 11.6.2 | Top 5 Provider Calls | 32 |
| 11.6.3 | Notable Topics | 32 |
| 11.6.4 | Current Activities..... | 32 |

| | | |
|-----------|--|-----------|
| 12 | EDI Customer/Provider Interaction | 34 |
| 12.1 | Electronic Data Interchange Calls Received | 34 |
| 12.2 | EDI E-mails and Faxes Received | 36 |

1 Executive Summary

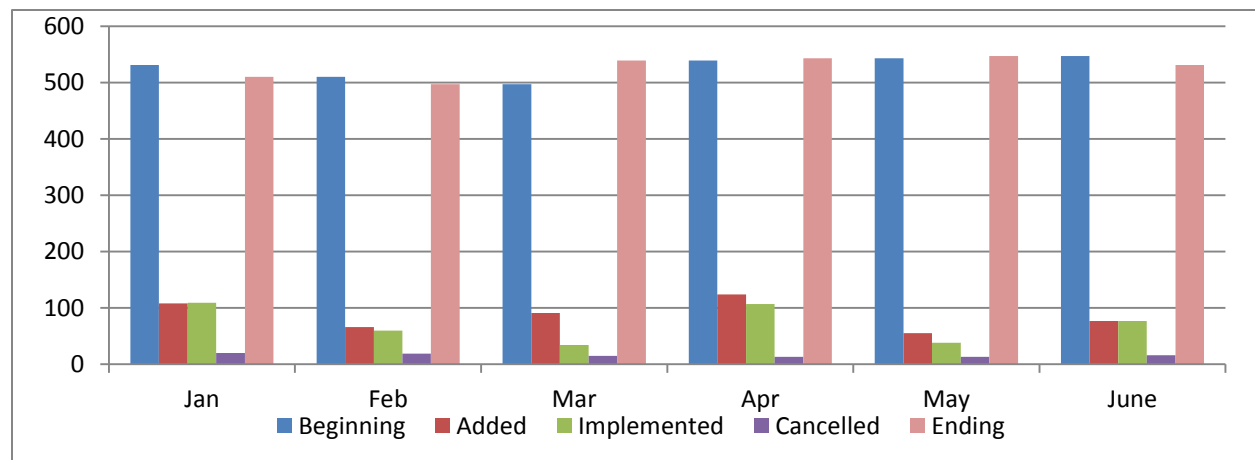
| | June 2014 | Page Number |
|---|------------------|-------------|
| Claims Processed | 721,522 | Page 18 |
| Total Dollars Paid | \$104,313,568.58 | Page 18 |
| Claims Paid | 473,159 | Page 18 |
| Claims Denied | 248,363 | Page 18 |
| % Denied Claims | 34.4% | Page 18 |
| Average Claims Held in Cash Management | 272,473 | N/A |
| Average Dollars Held in Cash Management | \$46,992,467.05 | N/A |
| Capitation Financial Transactions | 2,123,080 | N/A |
| Capitation Financial Payments | \$15,458,556.48 | Page 19 |
| Suspended Claims | 12,376 | Page 18 |
| Total Suspended Claims > 90 Days | 247 | Page 25 |
| Provider Services Calls Received | 11,066 | Page 31 |
| Provider Services Current Service Level % | 95% | Page 31 |

1.1 Encounter Load Statistics

| Managed Care Organizations (MCOs) | | | | | | |
|-----------------------------------|-----------------|------------------|---------------|---------------|-------------|--------------|
| | January 2014 | February 2014 | March 2014 | April 2014 | May 2014 | June 2014 |
| Coventry | 788,742 | 797,818 | 1,217,582 | 969,490 | 1,123,433 | 866,971 |
| Humana | 27,040 | 82,022 | 158,660 | 151,761 | 261,745 | 187,024 |
| Kentucky Spirit | 16,107 | 6,676 | 57,678 | 36,985 | 3,427 | 2,393 |
| Passport (R03) | 2,617 | 1,999 | 5,449 | 773 | 961 | 824 |
| Passport R31 | 747,576 | 539,834 | 761,678 | 671,585 | 914,822 | 653,151 |
| WellCare | 1,138,675 | 1,325,299 | 1,617,488 | 1,143,518 | 1,721,505 | 1,410,418 |
| Anthem | 0 | 0 | 0 | 0 | 0 | 69,320 |
| Other | | | | | | |
| Transportation Encounters | 0 | 406,862 | 0 | 0 | 0 | 435,896 |
| Magellan Pharmacy Claims | 268,579 | 276,021 | 294,265 | 423,934 | 266,335 | 266,271 |
| Totals | 2,989,336 | 3,436,531 | 4,112,800 | 3,398,046 | 4,292,228 | 3,892,268 |

1.2 Change Order and Defect Statistics

| Change Orders / Defects Inventory | Jan | Feb | Mar | Apr | May | June |
|--------------------------------------|------------|------------|------------|------------|------------|------------|
| Beginning | 531 | 510 | 497 | 539 | 543 | 547 |
| Added | 108 | 66 | 91 | 124 | 55 | 77 |
| Implemented | 109 | 60 | 34 | 107 | 38 | 77 |
| Cancelled | 20 | 19 | 15 | 13 | 13 | 16 |
| Ending | 510 | 497 | 539 | 543 | 547 | 531 |



1.1 Change Order and Defect Statistics (continued)

| June 2014 | Change Orders | | Defects | | Total | Comments |
|--------------------|---------------|-----------|------------|----------|------------|---|
| | Open | On Hold | Open | On Hold | | |
| DMS Priority | 66 | 62 | 4 | 1 | 133 | |
| Federally Mandated | 108 | 1 | 0 | 0 | 109 | 5 open and 1 on hold are included in the Priority list. |
| Non-Priority | 159 | 12 | 118 | 0 | 289 | |
| Totals | 333 | 75 | 122 | 1 | 531 | Total includes 166 ICD-10 and T-MSIS CO's. |

*The priority list consists of 139 Change Orders & Defects.

| | Change Orders | | | Defects | | |
|--------------------|---------------|-------------|-----------|-----------|-------------|-----------|
| June 2014 | Added | Implemented | Cancelled | Added | Implemented | Cancelled |
| DMS Priority | 44 | 35 | 2 | 9 | 2 | 1 |
| Federally Mandated | 1 | 15 | 6 | 0 | 0 | 0 |
| Non-Priority | 11 | 7 | 3 | 12 | 18 | 4 |
| Totals | 56 | 57 | 11 | 21 | 20 | 5 |

2 Unplanned System Outages

| A Breakdown Of The Downtime | | |
|-----------------------------|--------------------|--|
| Date | Time | Reason For Downtime |
| 6/11/14 | 4:30 pm – 10:52 pm | The KYXIX MEUPS application was not accessible due to a power outage at ODC4. Power was restored and the environment was brought back online and all systems verified. |

3 Billable Hours

3.1 Billable Hours Usage Summary (Contract Year 2014)

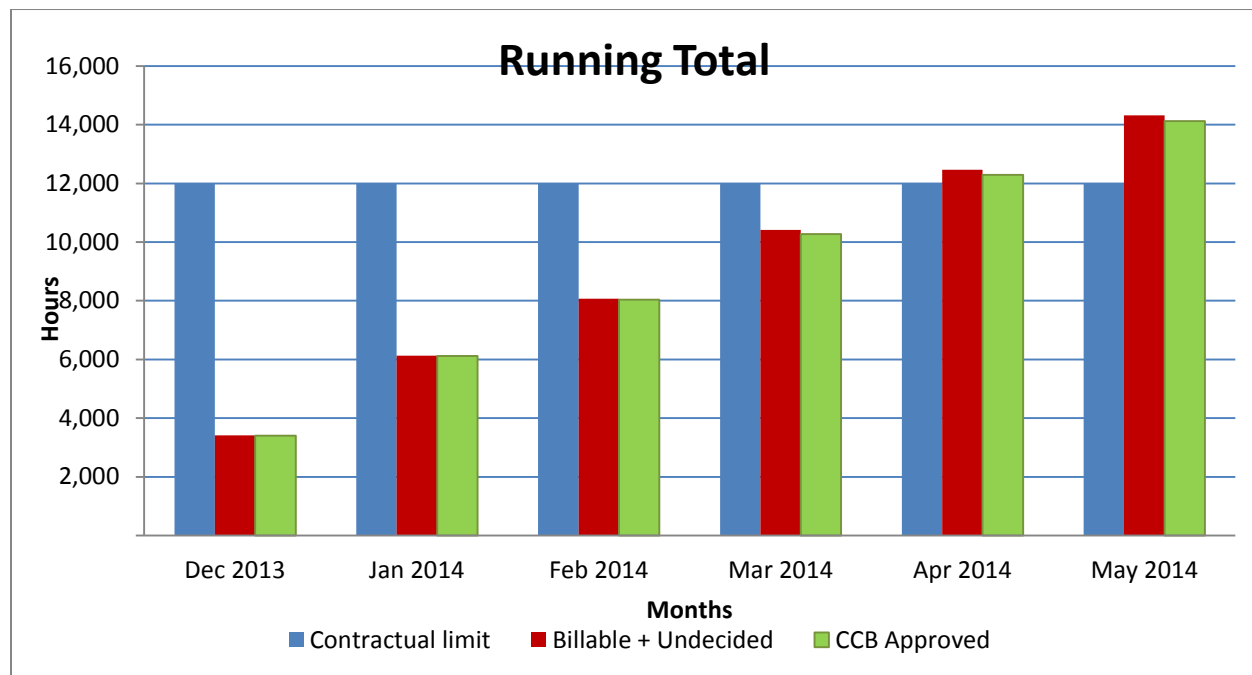
| Month | Billable | Undecided | CCB Approved | Need CCB Review |
|----------|----------|-----------|--------------|-----------------|
| Dec 2013 | 3,406.25 | 1.50 | 3,406.25 | 1.50 |
| Jan 2014 | 2,714.75 | 10.50 | 2,713.50 | 11.75 |
| Feb 2014 | 1,921.50 | 17.25 | 1,919.25 | 19.50 |
| Mar 2014 | 2,323.50 | 14.50 | 2,233.00 | 105.00 |
| Apr 2014 | 2,042.25 | 10.25 | 2,015.50 | 37.00 |
| May 2014 | 1,833.00 | 21.25 | 1,833.00 | 21.25 |
| Jun 2014 | | | | |
| Jul 2014 | | | | |
| Aug 2014 | | | | |
| Sep 2014 | | | | |
| Oct 2014 | | | | |
| Nov 2014 | | | | |

* Each month's time entry is finalized on the 22nd day of the following month.

3.2 Running Total (Contract Year 2014)

| Month | Contractual limit | Billable + Undecided | CCB Approved | Billable | Undecided | Need CCB Review |
|----------|-------------------|----------------------|--------------|-----------|-----------|-----------------|
| Dec 2013 | 12,000.00 | 3,407.75 | 3,406.25 | 3,406.25 | 1.50 | 1.50 |
| Jan 2014 | 12,000.00 | 6,133.00 | 6,119.75 | 6,121.00 | 12.00 | 13.25 |
| Feb 2014 | 12,000.00 | 8,071.75 | 8,039.00 | 8,042.50 | 29.25 | 32.75 |
| Mar 2014 | 12,000.00 | 10,409.75 | 10,272.00 | 10,366.00 | 43.75 | 137.75 |
| Apr 2014 | 12,000.00 | 12,462.25 | 12,287.50 | 12,408.25 | 54.00 | 174.75 |
| May 2014 | 12,000.00 | 14,316.50 | 14,120.50 | 14,241.25 | 75.25 | 196.00 |
| Jun 2014 | | | | | | |
| Jul 2014 | | | | | | |
| Aug 2014 | | | | | | |
| Sep 2014 | | | | | | |
| Oct 2014 | | | | | | |
| Nov 2014 | | | | | | |

* Each month's time entry is finalized on the 22nd day of the following month.



4 Monthly Ad hoc Requests

4.1 Inventory Summary

| | Beginning of Month | Received This Month | Closed This Month | DMS Hold | Ending Inventory |
|-------------|--------------------|---------------------|-------------------|----------|------------------|
| Type A | 0 | 3 | 3 | 0 | 0 |
| Type B | 0 | 0 | 0 | 1 | 0 |
| Type C | 0 | 2 | 2 | 0 | 0 |
| Type D | 0 | 23 | 3 | 0 | 20 |
| Type E | 0 | 0 | 0 | 0 | 0 |
| Unspecified | 0 | 7 | 5 | 0 | 2 |
| Total | 0 | 35 | 13 | 1 | 22 |

Type A – completed correctly within twenty-four (24) hours of receipt

Type B – completed correctly and delivered within forty-eight (48) hours of request

Type C – completed correctly and delivered within seven (7) business days of request

Type D – completed correctly and delivered within time frame established by DMS (greater than seven (7) business days)

Type E – Emergency reports completed correctly within two (2) hours of submitted request.

4.2 Inventory Detail

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|------------------|-----------|----------------|----------------|--|
| 22170 | D | Moccia, Don | ON HOLD | | | MCO Risk Adjusted Rates based on 01-May-2014 Enrol |
| 22312 | C | Patel, Siddharth | Completed | 20140602 | 20140604 | HCB and BI Waiver population breakdown by county |
| 22330 | A | Berryman, Sandy | Completed | 20140605 | 20140606 | Members with XA, XF, PE X3 - AN, HA, PHP |
| 22340 | D | Devore, Harriet | Completed | 20140606 | 20140609 | TPL info for Shriners Hospital - all claims only |

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|-------------------|-------------|----------------|----------------|---|
| 22352 | | Bechtel, Steve | Completed | 20140609 | 20140610 | Expenditure Payments (All PT's) since 7/1/12 |
| 22361 | | Simpson, Donna | Completed | 20140610 | 20140610 | MPW July-Aug 2011 assessment/reassessment codes |
| 22361 | | Simpson, Donna | Completed | 20140610 | 20140610 | MPW July-Aug 2011 assessment/reassessment codes |
| 22368 | A | Patel, Siddharth | Completed | 20140611 | 20140611 | Billed amt for Members on M/W report |
| 22372 | | Bechtel, Steve | Completed | 20140612 | 20140612 | KDVA Adhoc |
| 22389 | C | Wang, Julia | Completed | 20140616 | 20140617 | Neuro Restorative 07012010-02282011 |
| 22403 | A | Epperson, Barbara | Completed | 20140618 | 20140618 | ORR 14-240 HCB Enrollment |
| 22449 | | Godshall, Kurt | Completed | 20140626 | 20140626 | Childhood immunizations |
| 22457 | | Godshall, Kurt | In Progress | 20140627 | 20140702 | Waiver and non waiver claim pulls |
| 22463 | | Leliaert, Teresa | Completed | 20140627 | 20140627 | MFP Template |
| 22465 | D | Leliaert, Teresa | Completed | 20140627 | 20140630 | MFP Template |
| 22466 | D | Leliaert, Teresa | Completed | 20140627 | 20140630 | MFP Template |
| 22467 | D | Leliaert, Teresa | In Progress | 20140627 | 20140701 | MFP Template |
| 22468 | D | Leliaert, Teresa | In Progress | 20140627 | 20140703 | MFP Template |

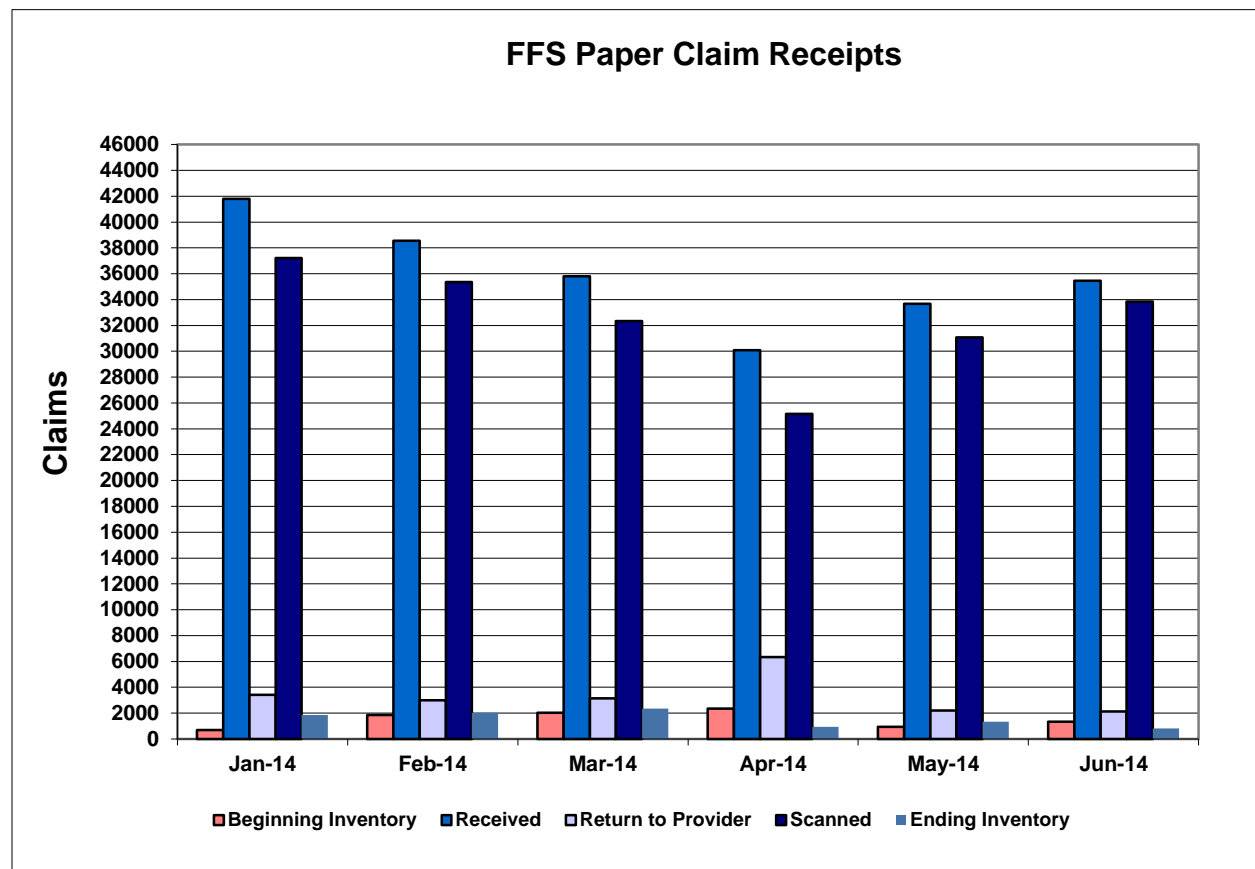
| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|------------------|-------------|----------------|----------------|--------------|
| 22469 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22470 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22471 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22472 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22473 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22474 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22475 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22476 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22477 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22478 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22479 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22480 | D | Leliaert, Teresa | In Progress | 20140627 | | MFP Template |
| 22481 | D | Leliaert, Teresa | In Progress | 20140627 | 20140703 | MFP Template |
| 22482 | D | Leliaert, Teresa | In Progress | 20140627 | 20140702 | MFP Template |

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|------------------|-------------|----------------|----------------|--------------|
| 22483 | D | Leliaert, Teresa | In Progress | 20140627 | 20140702 | MFP Template |
| 22484 | D | Leliaert, Teresa | In Progress | 20140627 | 20140702 | MFP Template |
| 22485 | D | Leliaert, Teresa | In Progress | 20140627 | 20140702 | MFP Template |
| 22486 | D | Leliaert, Teresa | In Progress | 20140627 | 20140702 | MFP Template |
| 22490 | | Wells, Phyllis | In Progress | 20140630 | 20140703 | Campbell |

5 FFS Paper Claim Receipt Statistics

| Mailroom | Beginning Inventory | Received | RTP | Scanned | Ending Inventory | Oldest Claim |
|---------------|---------------------|----------|-------|---------|------------------|--------------|
| January 2014 | 679 | 41,800 | 3,423 | 37,208 | 1,848 | 0 days |
| February 2014 | 1,848 | 38,550 | 2,994 | 35,371 | 2,033 | 0 days |
| March 2014 | 2,033 | 35,795 | 3,140 | 32,351 | 2,337 | 0 days |
| April 2014 | 2,337 | 30,083 | 6,333 | 25,152 | 935 | 0 days |
| May 2014 | 935 | 33,686 | 2,202 | 31,078 | 1,341 | 0 days |
| June 2014 | 1,341 | 35,457 | 2,133 | 33,860 | 805 | 0 days |

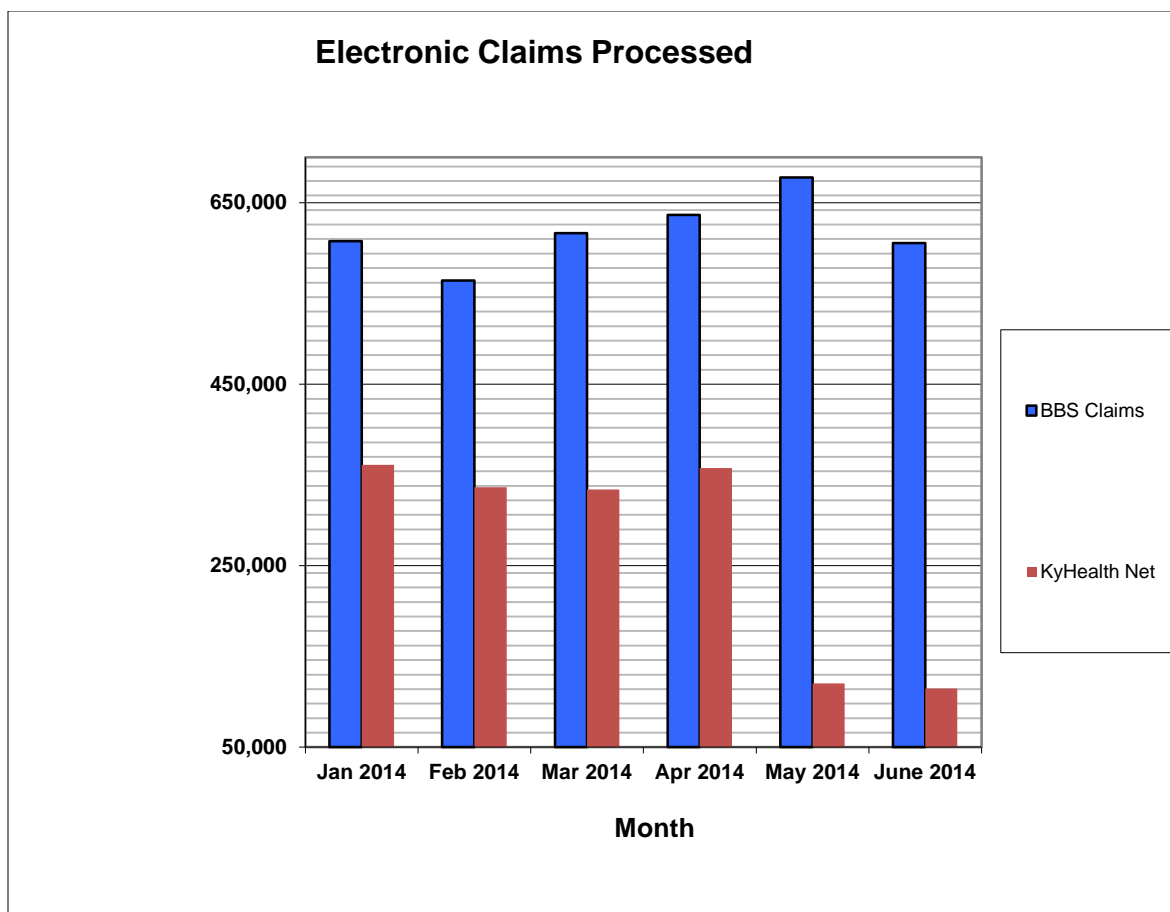
Note: The increase in RTPs for the month of April is due to the implementation of the revised CMS 1500 claim form. Claims billed on the old forms were returned to providers beginning on 4/1.



6 Electronic Claim Processed

| | Jan 2014 | Feb 2014 | Mar 2014 | Apr 2014 | May 2014 | June 2014 |
|---|----------|----------|----------|----------|----------|-----------|
| Bulletin Board System Claims Processed | 607,864 | 564,399 | 616,624 | 636,501 | 677,822 | 605,684 |
| Kentucky HealthNet Claims Processed | 361,265 | 336,665 | 333,849 | 357,700 | 120,232 | 114,564 |

***Note – Numbers reported for May forward will be for claims processed – not claims submitted. Prior to May, totals were based upon BBS claims submitted and KYHealth Net “hit” totals.**



7 Monthly FFS Claim Totals by Media

| Begin Date | End Date |
|------------|-----------|
| 6/1/2014 | 6/30/2014 |

| TOTAL | Denied Claims | Paid Claims | | Suspense Claims |
|------------|--------------------|------------------|------------------|-----------------|
| | Billed Amount | Billed Amount | Paid Amount | Billed Amount |
| Electronic | \$257,203,453.47 | \$383,581,407.72 | \$72,365,974.79 | \$6,918,404.01 |
| Paper | \$811,792,659.59 | \$32,345,273.85 | \$31,947,593.79 | \$2,358,140.57 |
| TOTAL: | \$1,068,996,113.06 | \$415,926,681.57 | \$104,313,568.58 | \$9,276,544.58 |

8 Monthly Claims Operations

8.1 FFS Monthly Financial Cycle Summary

| Category | January 2014 | February 2014 | March 2014 | April 2014 | May 2014 | June 2014 |
|---------------------------------|-------------------------|-------------------------|-------------------------|---------------------------|-------------------------|-------------------------|
| Paid Claims | 531,560 | 461,048 | 468,663 | 478,263 | 613,804 | 473,159 |
| Denied Claims | 283,172 | 230,046 | 246,006 | 239,368 | 299,193 | 248,363 |
| Total Adjudicated Claims | 814,732 | 691,094 | 714,669 | 717,631 | 912,997 | 721,522 |
| Adjustments | 11,770 | 12,573 | 12,022 | 12,154 | 13,953 | 10,092 |
| Total Claims | 826,502 | 703,667 | 726,691 | 729,785 | 926,950 | 731,614 |
| Suspended/Re-suspended Claims | 8,907 | 12,023 | 9,859 | 12,268 | 13,623 | 12,376 |
| | | | | | | |
| % of Denied Claims | 34.8% | 33.3% | 34.4% | 33.4% | 32.8% | 34.4% |
| Avg \$ per Claim | \$396.79 | \$420.73 | \$388.96 | \$378.95 | \$350.61 | \$220.46 |
| | | | | | | |
| Claim Payment Amount | \$210,919,296.23 | \$193,977,077.58 | \$182,291,626.77 | \$181,239,101.09 | \$215,204,430.82 | \$104,313,568.58 |
| (+) Payouts | \$5,634,150.15 | \$1,556,172.01 | \$1,792,372.36 | \$704,261.22 | \$48,578,167.25 | \$351,861.31 |
| (-) Recoupments | -\$5,181,714.36 | -\$3,562,145.03 | -\$4,784,462.67 | -\$3,142,111.84 | -\$3,117,382.62 | -\$2,142,915.44 |
| Check Issue | \$211,371,732.02 | \$191,971,104.56 | \$179,299,536.46 | \$178,801,250.47 | \$260,665,215.45 | \$102,522,514.45 |
| Capitation Payment | \$404,400,954.77 | \$449,829,328.82 | \$7,272,586.55 | \$992,193,826.21 | \$505,391,986.27 | \$15,458,556.48 |
| Total Paid | \$615,772,686.79 | \$641,800,433.38 | \$186,572,123.01 | \$1,170,995,076.68 | \$766,057,201.72 | \$117,981,070.93 |

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

| Category | January 2013 | February 2013 | March 2013 | April 2013 | May 2013 | June 2013 |
|---------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Paid Claims | 411,690 | 401,052 | 531,419 | 394,165 | 588,790 | 470,818 |
| Denied Claims | 224,897 | 222,210 | 291,537 | 228,983 | 296,966 | 236,091 |
| Total Adjudicated Claims | 636,587 | 623,262 | 822,956 | 623,148 | 885,756 | 706,909 |
| Adjustments/Claim Credits | 23,748 | 13,533 | 17,148 | 10,610 | 14,402 | 11,932 |
| Total Claims | 660,335 | 636,795 | 840,104 | 633,758 | 900,158 | 718,841 |
| Suspended/Resuspended Claims | 6,716 | 9,978 | 9,206 | 9,807 | 13,813 | 11,378 |
| | | | | | | |
| % of Denied Claims | 35.3% | 35.7% | 35.4% | 36.7% | 33.5% | 33.4% |
| Avg \$ per Claim | \$416.06 | \$416.15 | \$351.29 | \$428.76 | \$214.60 | \$351.44 |
| | | | | | | |
| Claim Payment Amount | \$171,289,507.73 | \$166,896,626.03 | \$186,684,187.94 | \$169,000,500.02 | \$190,083,120.73 | \$165,463,145.62 |
| (+) Payouts | \$13,932,014.73 | \$4,470,908.48 | \$7,003,745.40 | \$15,646,058.03 | \$1,311,556.73 | \$4,398,666.91 |
| (-) Recoupments | -\$14,489,814.12 | -\$3,767,303.55 | -\$4,536,525.79 | -\$2,048,614.56 | -\$3,243,554.41 | -\$3,013,722.72 |
| Check Issue | \$170,731,708.34 | \$167,600,230.96 | \$189,151,407.55 | \$182,597,943.49 | \$188,151,123.05 | \$166,848,089.81 |
| Capitation Payment | \$271,418,422.81 | \$289,741,510.16 | \$304,878,750.95 | \$292,106,189.61 | \$285,317,333.01 | \$285,271,035.14 |
| Total Paid | \$442,150,131.15 | \$457,341,741.12 | \$494,030,158.50 | \$474,704,133.10 | \$473,468,456.06 | \$452,119,124.95 |

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

8.2 Monthly MCO & NEMT Capitations

| Begin Date | End Date |
|------------|-----------|
| 6/1/2014 | 6/30/2014 |

| MCO | Regular Capitations | | Reconciliation (Recoup & Payout) Capitations | | Totals | |
|--------------------|---------------------|------------------------|---|---------------------|------------------|------------------------|
| | Count | Amount | Count | Amount | Count | Amount |
| ANTHEM | 0 | 0 | 0 | 0 | 0 | 0 |
| COVENTRY | 0 | 0 | 0 | 0 | 0 | 0 |
| HUMANA | 0 | 0 | 0 | 0 | 0 | 0 |
| NEMT | 1,982,207 | \$14,598,178.62 | 140,873 | \$860,377.86 | 2,123,080 | \$15,458,556.48 |
| PASSPORT HEALTH | 0 | 0 | 0 | 0 | 0 | 0 |
| WELLCARE | 0 | 0 | 0 | 0 | 0 | 0 |
| Sum: | 1,982,207 | \$14,598,178.62 | 140,873 | \$860,377.86 | 2,123,080 | \$15,458,556.48 |

Per DMS request, the MCO Capitation cycle was held – MCO risk adjusted rates will be effective July 1, 2014 – the MCO capitation cycle will run the first week of July.

8.2 Monthly MCO & NEMT Capitations (continued)

| Region | Broker | Cap Transactions | Amount Paid |
|--------|--|------------------|----------------|
| 01 | L.K.L.P. C.A.C., INC | 85,000 | \$571,242.50 |
| 02 | PENNYRILE ALLIED COMSERVICES, INC | 96,418 | \$576,730.20 |
| 03 | AUDUBON AREA COMM SRVC | 95,230 | \$664,332.12 |
| 04 | L.K.L.P. C.A.C., INC | 9 | -\$72.30 |
| 05 | LKLP CAC INC R | 111,961 | \$797,551.07 |
| 06 | FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS | 51 | -\$443.07 |
| 08 | BLUE GRASS COMMUNITY ACTION AGENCY INC | 166,679 | \$1,685,308.27 |
| 09 | LKLP CAC INC | 395,707 | \$3,393,081.73 |
| 10 | FEDERATED TRANSPORTATION SVS OF THE BLUE | 15 | -\$123.75 |
| 11 | FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS | 135,263 | \$899,132.40 |
| 12 | RURAL TRANSIT ENTERPRISES | 154,826 | \$1,073,436.00 |
| 13 | LKLP COMMUNITY ACTION | 106,165 | \$753,674.40 |
| 14 | SANDY VALLEY TRANSPORTATION | 115,513 | \$728,736.00 |
| 15 | LKLP CAC INC | 46 | -\$283.53 |
| 16 | LICKING VALLEY COMMUNITY ACTION PROGRAM INC | 236,620 | \$1,768,330.90 |
| | Sum: | 162,201 | \$1,043,252.40 |

8.3 FFS Adjudicated Original Claims (By Claim)

| Begin Date | End Date |
|------------|-----------|
| 6/1/2014 | 6/30/2014 |

| Paper Claims | January 2014 | February 2014 | March 2014 | April 2014 | May 2014 | June 2014 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|
| Paid | 9,538 | 10,541 | 9,346 | 9,434 | 10,326 | 9,798 |
| Denied | 15,248 | 12,846 | 13,577 | 12,310 | 13,530 | 14,917 |
| Total | 24,846 | 23,387 | 22,923 | 21,744 | 23,856 | 24,715 |
| % of Total Adjudicated Claims | 3.05% | 3.38% | 3.21% | 3.01% | 2.61% | 3.42% |
| % of Paper Denied Claims | 61.37% | 54.93% | 59.23% | 55.28% | 56.72% | 60.36% |

Note: Total Adjudicated Paper Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied Paper Claims divided by Total Adjudicated Claims = % of Denied Claims.

| Electronic Claims | January 2014 | February 2014 | March 2014 | April 2014 | May 2014 | June 2014 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|
| Paid | 521,962 | 450,507 | 459,317 | 468,829 | 603,478 | 463,361 |
| Denied | 267,924 | 217,200 | 232,429 | 227,058 | 285,663 | 233,446 |
| Total | 789,886 | 667,707 | 691,746 | 695,887 | 889,141 | 696,807 |
| % of Total Adjudicated Claims | 96.95% | 81.95% | 96.79% | 96.99% | 97.39% | 96.57% |
| % of Electronic Denied Claims | 33.92% | 32.53% | 33.60% | 32.70% | 32.13% | 33.50% |

Note: Total Adjudicated Electronic Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied electronic Claims divided by Total Adjudicated Claims = % of Denied Claims.

8.4 Monthly FFS Top Ten Procedure Codes

| Begin Date | End Date |
|------------|-----------|
| 6/1/2014 | 6/30/2014 |

| Procedure | Description | Member Count | Claim Count | Amount Paid |
|-----------|------------------------------|--------------|-------------|-----------------|
| S5108 | HOMECARE TRAIN PT 15 MIN | 8,744 | 46,438 | \$16,990,882.95 |
| T2016 | HABIL RES WAIVER PER DIEM | 2,853 | 22,697 | \$14,335,678.78 |
| 99199 | SPECIAL SERVICE/PROC/REPORT | 7,508 | 11,761 | \$7,130,935.71 |
| T2021 | DAY HABIL WAIVER PER 15 MIN | 4,743 | 26,865 | \$5,383,859.22 |
| T2022 | CASE MANAGEMENT, PER MONTH | 12,431 | 14,726 | \$4,039,544.44 |
| 99213 | OFFICE/OUTPATIENT VISIT EST | 19,845 | 39,633 | \$2,922,866.97 |
| T2023 | TARGETED CASE MGMT PER MONTH | 8,538 | 9,785 | \$2,863,053.75 |
| H0004 | ALCOHOL AND/OR DRUG SERVICES | 2,974 | 8,317 | \$2,817,686.93 |
| S5100 | ADULT DAYCARE SERVICES 15MIN | 2,625 | 17,948 | \$2,390,154.33 |
| 97535 | SELF CARE MNGMENT TRAINING | 1,684 | 6,375 | \$2,215,761.04 |

8.5 Monthly FFS Top Ten Diagnosis Codes

| Diagnosis | Description | Member Count | Claim Count | Amount Paid |
|-----------|---------------------------|--------------|-------------|-----------------|
| 317 | MILD INTELLECT DISABILTY | 4,331 | 30,170 | \$11,046,813.01 |
| 3128 | OTHER CONDUCT DISTURBANCE | 3,951 | 3,993 | \$6,847,435.98 |
| 3180 | MOD INTELLECT DISABILITY | 2,849 | 20,076 | \$6,600,576.19 |
| 318 | OTHER MENTAL RETARDATION | 2,386 | 10,604 | \$4,306,095.34 |
| 29900 | AUTISTIC DISORD-CURRENT | 2,233 | 13,211 | \$3,942,266.93 |
| 319 | INTELLECT DISABILITY NOS | 1,283 | 9,248 | \$2,531,462.52 |
| V154 | HX PSYCHOLOGICAL TRAUMA | 7,339 | 8,500 | \$2,485,240.10 |
| 3181 | SEV INTELLECT DISABILITY | 712 | 4,453 | \$2,440,703.05 |
| 3439 | CEREBRAL PALSY NOS | 1,420 | 7,087 | \$2,134,842.09 |
| 3182 | PROFND INTELLCT DISABLTY | 410 | 2,069 | \$1,727,514.24 |

8.6 Monthly MCO Top Ten Procedure Codes

| Begin Date | End Date |
|------------|-----------|
| 6/1/2014 | 6/30/2014 |

| Procedure | Description | Member Count | Claim Count | Amount Paid |
|-----------|--------------------------------|--------------|-------------|----------------|
| 99213 | OFFICE/OUTPATIENT VISIT EST | 142,017 | 189,359 | \$7,562,390.12 |
| 99284 | EMERGENCY DEPT VISIT | 31,361 | 37,029 | \$5,440,499.63 |
| 99283 | EMERGENCY DEPT VISIT | 44,845 | 54,809 | \$5,090,962.00 |
| 99214 | OFFICE/OUTPATIENT VISIT EST | 47,227 | 55,619 | \$3,282,320.40 |
| 99285 | EMERGENCY DEPT VISIT | 15,101 | 17,906 | \$3,264,910.53 |
| A0120 | NONER TRANSPORT MINI-BUS | 9,064 | 173,882 | \$2,366,515.69 |
| A0130 | NONER TRANSPORT WHEELCH VAN | 3,757 | 76,844 | \$2,134,012.20 |
| 90999 | DIALYSIS PROCEDURE | 534 | 1,975 | \$2,070,037.39 |
| A0100 | NONEMERGENCY TRANSPORT TAXI | 5,618 | 123,577 | \$1,848,147.55 |
| 99212 | OFFICE/OUTPATIENT VISIT EST | 35,803 | 49,411 | \$1,734,153.96 |

Note: Data taken from encounters received from the Managed Care Organizations

8.7 Monthly MCO Top Ten Diagnosis Codes

| Diagnosis | Description | Member Count | Claim Count | Amount Paid |
|-----------|--------------------------|--------------|-------------|----------------|
| 0389 | SEPTICEMIA NOS | 420 | 641 | \$2,798,664.13 |
| V3000 | SINGLE LB IN-HOSP W/O CS | 1,803 | 2,535 | \$2,778,742.43 |
| 5856 | END STAGE RENAL DISEASE | 958 | 3,804 | \$2,671,428.14 |
| 78650 | CHEST PAIN NOS | 11,066 | 15,983 | \$2,625,704.24 |
| V202 | ROUTIN CHILD HEALTH EXAM | 23,838 | 25,974 | \$2,322,211.69 |
| 41401 | CRNRY ATHRSCL NATVE VSSL | 1,565 | 1,976 | \$2,201,450.50 |
| V5811 | ANTINEOPLASTIC CHEMO ENC | 524 | 1,072 | \$2,156,679.02 |
| V3001 | SINGLE LB IN-HOSP W CS | 893 | 1,259 | \$2,140,387.52 |
| 20501 | ACT MYL LEUK W RMSION | 21 | 48 | \$2,084,927.63 |
| 7242 | LUMBAGO | 12,738 | 17,273 | \$1,820,366.86 |

Note: Data taken from encounters received from the Managed Care Organizations

8.8 Monthly FFS Top Ten Denial Reasons (By Detail Line)

| Error | Description | Number of Denials | % of Top Ten |
|---------------|--|-------------------|--------------|
| 1010 | Rendering Provider Not A Mem Of Billing Grp | 18,956 | 18.3% |
| 2017 | Services Covered Under Member's MCO Plan | 18,054 | 17.4% |
| 4021 | No Coverage for Billed Procedure | 13,336 | 12.8% |
| 5001 | Exact Duplicate | 12,000 | 11.6% |
| 3317 | This Service Was Not Approved by Medicare | 9,411 | 9.1% |
| 1955 | Cannot Determine Medicaid Nbr Billing Prov | 8,499 | 8.2% |
| 2003 | Member Ineligible on Detail Date of Service | 6,159 | 5.9% |
| 1032 | Billing Provider not Eligible to Bill this Clm Typ | 6,151 | 5.9% |
| 268 | Billed Amount Missing | 5,679 | 5.5% |
| 4407 | Bnft Plan/Aid Categ Restriction for Cov Rev Code | 5,540 | 5.3% |
| Totals | | 103,785 | 59.3% |

Total Denied Details – 175,126

Note: Total # of top ten denials (103,785) divided by total denied details (175,126) = % of top ten denials (59.3%).

8.9 Monthly FFS Top Ten Suspense Reasons (By Detail Line)

| Error | Description | Number of Failures | % of Top Ten |
|---------------|--|--------------------|--------------|
| 2001 | Member ID Number not on File Recycle | 5,901 | 41.4% |
| 4405 | Unable to Assign Provider Contract | 2,109 | 14.8% |
| 3305 | Member Requires Valid PT Liability for DOS | 1,760 | 12.4% |
| 4980 | Bnft Pln Restriction for Covered Procedure | 1,662 | 11.7% |
| 4014 | No Pricing Segment on File | 949 | 6.7% |
| 2505 | Member Covered by Private Insurance | 543 | 3.8% |
| 3001 | PA Not Found on Database | 393 | 2.8% |
| 5001 | Exact Duplicate | 335 | 2.4% |
| 1046 | Facility Provider is not Eligible | 314 | 2.2% |
| 401 | Net Charge is Missing | 275 | 1.9% |
| Totals | | 14,241 | 82.2% |

Total Suspended Details – 17,319

Note: Total # of top ten failures (14,241) divided by total suspended details (17,319) = % of top ten suspense (82.2%).

8.10 FFS Suspended Original Claims by Age (By Claim)

| Category | January 2014 | | February 2014 | | March 2014 | | April 2014 | | May 2014 | | June 2014 | |
|--------------|--------------|-------|---------------|-------|--------------|-------|---------------|-------|---------------|-------|---------------|-------|
| | Details | Pct. | Details | Pct. | Details | Pct. | Details | Pct. | Details | Pct. | Details | Pct. |
| 0-30 days | 8,148 | 91349 | 11,364 | 94.52 | 9,261 | 93.93 | 11,533 | 94.01 | 12,834 | 94.21 | 11,384 | 91.98 |
| 31-60 days | 137 | 1.54 | 76 | .63 | 52 | .53 | 228 | 1.86 | 179 | 1.31 | 641 | 5.18 |
| 61-90 days | 168 | 1.89 | 58 | .48 | 46 | .47 | 22 | .18 | 147 | 1.08 | 104 | .84 |
| 91+ days | 453 | 5.08 | 525 | 4.37 | 500 | 5.07 | 482 | 3.95 | 463 | 3.40 | 247 | 2.00 |
| Total | 8,907 | | 12,023 | | 9,859 | | 12,268 | | 13,623 | | 12,376 | |

8.11 FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim)

| Category | January 2014 | February 2014 | March 2014 | April 2014 | May 2014 | June 2014 | Oldest Julian Date |
|--------------|--------------|---------------|------------|------------|------------|------------|--------------------|
| Resolutions | 136 | 29 | 32 | 67 | 70 | 119 | 14-091 |
| Med.Review | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TPL | 0 | 0 | 0 | 0 | 0 | 66 | 14-148 |
| Adjustments | 2 | 4 | 0 | 0 | 0 | 0 | 0 |
| Recycle | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| DMS | 620 | 626 | 566 | 668 | 719 | 806 | 12-117 |
| Total | 758 | 659 | 598 | 735 | 789 | 992 | |

9 Monthly Third-Party Liability

9.1 FFS Third-Party Liability Monthly Activity

| Third Party Liability | Begin Inv | Received | Worked | To DMS | Ending Inventory | Oldest Date |
|--------------------------------------|-----------|----------|--------|--------|------------------|-------------|
| PA40-Kames/Eligibles with Other Ins. | 1,010 | 4,837 | 4,801 | 0 | 1,046 | 7 days |
| CS40-Child Support | 0 | 760 | 760 | 0 | 0 | 0 days |
| SSI-Local Offices | 0 | 0 | 0 | 0 | 0 | 0 days |
| TPL Edits | 487 | 2,018 | 2,045 | 0 | 460 | 11 days |
| Accident/Trauma Leads | 0 | 0 | 0 | 0 | 0 | 0 days |
| DMS Attorney | 0 | 0 | 0 | 0 | 0 | 0 days |
| RUSH Attorney | 0 | 0 | 0 | 0 | 0 | 0 days |
| HP Attorney | 8 | 232 | 234 | 0 | 6 | 0 days |
| TPL Checks | 0 | 110 | 110 | 0 | 0 | 0 days |
| TPL Mail | 1,763 | 5,048 | 5,099 | 0 | 1,712 | 5 days |
| KHIPP | 0 | 363 | 363 | 0 | 0 | 0 days |
| Total | 3,268 | 13,368 | 13,412 | 0 | 3,224 | |

10 Monthly Finance/Adjustments

10.1 Monthly FFS Financial – Accounts Receivable

| Category | Beginning Inventory | Received | Keyed | Return to Provider | To DMS | On Hold | Ending Inventory | Age Oldest AR |
|-------------------------------|---------------------|----------|-------|--------------------|--------|---------|------------------|---------------|
| Accounts Receivable Set-up | 2 | 95 | 97 | 0 | 0 | 0 | 0 | 0 days |
| Payouts | 0 | 56 | 56 | 0 | 0 | 0 | 0 | 0 days |
| Accounts Receivable Updates | 1 | 84 | 85 | 0 | 0 | 0 | 0 | 0 days |
| Accounts Receivable Transfers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 days |
| Total | 3 | 235 | 238 | 0 | 0 | 0 | 0 | |

10.2 Monthly FFS Financial - Checks

| Category | Beginning | Received | Completed | Ending | Age Oldest Check |
|------------------|-----------|----------|-----------|--------|------------------|
| Provider Warrant | 16 | 2 | 9 | 9 | 1 day |
| HP Financial | 284 | 455 | 586 | 153 | 2 days |
| DMS Financial | 101 | 107 | 169 | 39 | 3 days |
| Total | 401 | 564 | 764 | 201 | |

10.3 Monthly FFS Financial – Adjustments

| Category | Beginning Inventory | Received | Completed | Returns | Ending Inventory | Age Oldest Adj |
|---------------|---------------------|----------|-----------|---------|------------------|----------------|
| Professional | 0 | 169 | 148 | 7 | 14 | 1 day |
| Institutional | 0 | 132 | 94 | 8 | 30 | 1 day |
| Voids | 0 | 231 | 194 | 18 | 19 | 1 day |
| Total | 0 | 532 | 436 | 33 | 63 | |

10.4 Monthly FFS Financial - Mass Adjustments

| Category | Beginning Inventory | Received (plus) | Released (minus) | Deleted (minus) | Zero Claims Pulled (minus) | Ending Inventory | On Hold | DMS Review |
|-------------------------------------|---------------------|-----------------|------------------|-----------------|----------------------------|------------------|---------|------------|
| Mass Adjustment (region 52) | 72 | 60 | 8 | 0 | 1 | 123 | 123 | 0 |
| SE Processed Adjustment (region 58) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 72 | 60 | 8 | 0 | 1 | 123 | 123 | 0 |

11 Provider Relations

11.1 Provider Field Representatives

11.1.1 Provider Visits

There were no Provider Visits.

11.2 Conference Calls (Calls Greater Than 30 Minutes)

June 25, 2014

Kelly Gregory, HP Provider Field Representative, conducted a conference call with provider Caverna Memorial Hospital on June 25, 2014 from 11:00 a.m. to 11:31 a.m. The provider requested a conference call to review and discuss claim denials. Those who attended the conference call were: Sylvia Prince, Kathy Gourley, Angela Searcy, and Cindy Matheson.

June 26, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with provider BRTQL8 on June 26, 2014 from 3:15 p.m. to 4:00 p.m. The provider requested a conference call to learn how to check member eligibility on KY Healthnet and what members are enrolled in a MCO or traditional Medicaid. Those who attended the conference call were: Susan Thomas.

11.3 Association Meetings

There are no association meetings to report for June 2014.

11.4 Provider Contacts

| | |
|------------------|------------|
| Provider Calls | 138 |
| Provider E-mails | 327 |
| Total | 465 |

Total number of calls and e-mails between Provider Field Representatives and Providers during the month.

11.5 Provider Workshops

There were no provider workshops in June 2014.

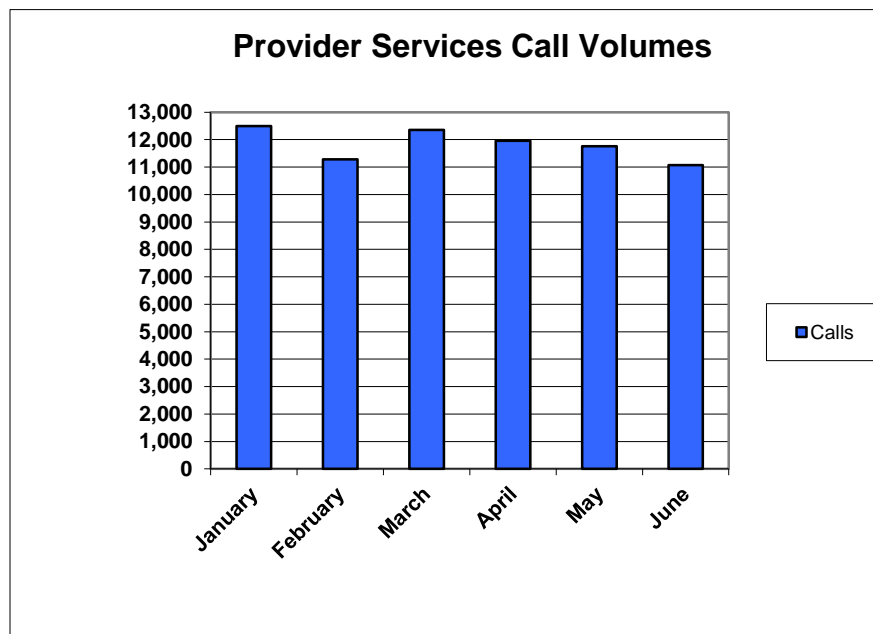
11.6 Provider Services

11.6.1 Provider Services

| Category | January 2014 | February 2014 | March 2014 | April 2014 | May 2014 | June 2014 |
|-----------------------|--------------|---------------|------------|------------|----------|-----------|
| % Service Level | 95% | 96% | 96% | 97% | 96% | 95% |
| Abandoned Calls | 683 | 460 | 440 | 388 | 496 | 517 |
| Avg Speed Ans | 1:34 | 1:49 | 1:01 | 1:00 | 1:19 | 1:28 |
| | | | | | | |
| Incoming Calls | 12,496 | 11,286 | 12,359 | 11,962 | 11,762 | 11,066 |
| Paper Correspondence | 421 | 504 | 890 | 713 | 545 | 476 |
| E-Mail Correspondence | 274 | 278 | 306 | 252 | 314 | 203 |
| Fax | 36 | 37 | 40 | 38 | 32 | 29 |
| Total* | 13,227 | 12,105 | 13,595 | 12,965 | 12,653 | 11,774 |
| | | | | | | |
| HP Callbacks | 110 | 82 | 142 | 95 | 78 | 131 |

*Total of Calls, Paper Correspondence, E-Mail Correspondence, and Faxes

Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.



11.6.2 Top 5 Provider Calls

1. Claim Status
2. Member Services/Member Calls
3. Billing Help
4. Prior Authorizations
5. Check Amounts

11.6.3 Notable Topics

1. Reason for claim denial or suspended. How to get the MCO to void the claim in order for Medicaid to process the claim?
2. Which MCO the member has and MAP 552 questions? Also calls from members wanting to know if they are eligible for Medicaid, which MCO are they enrolled with and how to change the MCO.
3. Timely filing – CMS 1500 Crossover EOMB Form (is this form completed if Medicare pays or if Medicare denies). Questions about billing the SCL2 claims and why is the claim suspended?
4. What is the PA number and how do I correct the overlapping dates?
5. Questions about the Attestation or enhanced checks.

Commonwealth Training

11.6.4 Current Activities

The following instructor-led training classes were offered by HP in June 2014:

- Mechanics of Claims Processing (June 3) 2 attended
 - Tom Young, Division of Policy and Operations
 - Samuel Yerragudla, OATS
- Member Subsystem (June 5) 2 attended
 - Tom Young, Division of Policy and Operations
 - Terri R Taylor, OATS
- Provider Subsystem (June 9) 2 attended
 - Tom Young, Division of Policy and Operations
 - Terri R Taylor, OATS
- Prior Authorization Subsystem (June 11) 0 attended
 - NO ONE SCHEDULED FOR THIS CLASS - NO CLASS HELD
- Reference Subsystem (June 16) 0 attended
 - NO ONE ATTENDED THIS CLASS - NO CLASS HELD
- Claim Edits, Audits and Rules (June 18) 1 attended
 - Lek Daugherty, Division of Provider & Member Services
- Claims Subsystem (June 20) 0 attended
 - NO ONE ATTENDED THIS CLASS - NO CLASS HELD

The following instructor-led training classes were offered by HP in June 2014 (continued):

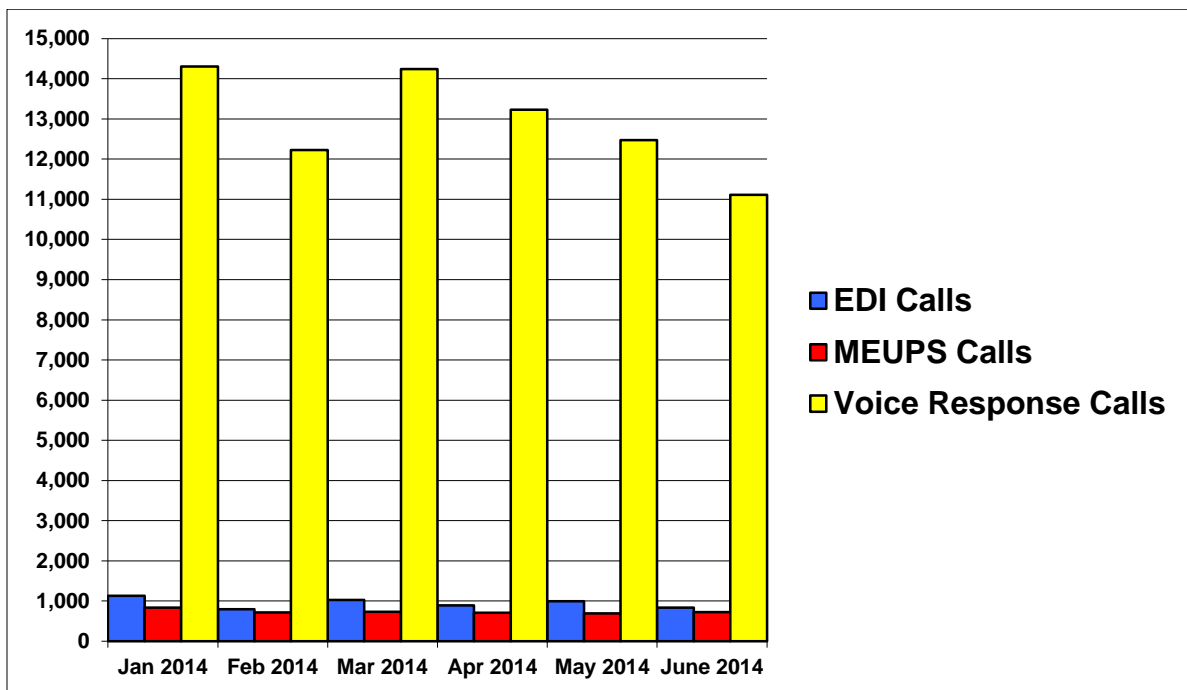
- Financial Subsystem (June 24) 0 attended
 - NO ONE ATTENDED THIS CLASS - NO CLASS HELD
- OnBase Application (June 26) 0 attended
 - NO ONE SCHEDULED FOR THIS CLASS - NO CLASS HELD
- DMS In Depth Claims Processing Class (June 27) 17 attended
 - Kiran Ray
 - Parul Patel
 - Kelli O'Brien
 - Terri Taylor
 - Swathi Mall
 - Jim Zatko
 - Scott Lowery
 - Sritulasi Katta
 - Uma Khanal
 - Cindy Smith
 - Laxmi Minedi
 - Ronica Lewis
 - Brooke Wright
 - Samuel Yerragudla
 - Liping Peng
 - Bikash Paydel
 - Cassie Givens
- Extra Assistance-In Depth training (June 30) 0 attended
 - NO ONE SCHEDULED FOR THIS CLASS - NO CLASS HELD

Staff members' supervisors are sent a confirmation via email of attendance.

12 EDI Customer/Provider Interaction

12.1 Electronic Data Interchange Calls Received

| Category | Jan 2014 | Feb 2014 | Mar 2014 | Apr 2014 | May 2014 | June 2014 |
|----------------------|----------|----------|----------|----------|----------|-----------|
| EDI Calls | 1,131 | 799 | 1,024 | 894 | 997 | 834 |
| MEUPS Calls | 832 | 714 | 732 | 707 | 692 | 722 |
| Voice Response Calls | 14,307 | 12,224 | 14,237 | 13,227 | 12,471 | 11,112 |



Expanded Call Data

| Month | EDI Calls | Abandoned Calls | Avg. Speed of Answer | Avg. Talk Time | |
|----------|-----------|-----------------|----------------------|----------------|-----|
| January | 1,131 | 23 | :13 | 3:19 | 98% |
| February | 799 | 16 | :10 | 2:57 | 98% |
| March | 1,024 | 18 | :18 | 2:54 | 98% |
| April | 894 | 20 | :19 | 3:08 | 98% |
| May | 997 | 34 | :28 | 3:05 | 97% |
| June | 834 | 13 | :19 | 3:05 | 98% |

Expanded Call Data (continued)

| Month | MEUPS Calls | Abandoned Calls | Avg. Speed of Answer | Avg. Talk Time | |
|----------|-------------|-----------------|----------------------|----------------|-----|
| January | 832 | 18 | :14 | 2:06 | 98% |
| February | 714 | 16 | :16 | 2:14 | 98% |
| March | 732 | 16 | :16 | 2:07 | 98% |
| April | 707 | 23 | :24 | 2:21 | 97% |
| May | 692 | 31 | :32 | 2:15 | 96% |
| June | 722 | 26 | :26 | 2:11 | 96% |

| Month | Voice Response Calls | Abandoned Calls | Avg. Speed of Answer | Avg. Talk Time | |
|----------|----------------------|-----------------|----------------------|----------------|-----|
| January | 14,307 | 350 | :01 | 1:29 | 98% |
| February | 12,224 | 607 | :01 | 1:30 | 95% |
| March | 14,237 | 457 | :01 | 1:28 | 97% |
| April | 13,227 | 359 | :01 | 1:29 | 97% |
| May | 12,471 | 423 | :01 | 1:27 | 97% |
| June | 11,112 | 347 | :01 | 1:32 | 97% |

*Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.

EDI Top 5 calls:

1. Request to repost 835s
2. Verify electronic file transmission
3. Request to repost 999s
4. Confirm setup of MAP 380s/246s
5. Questions about 837 file structure

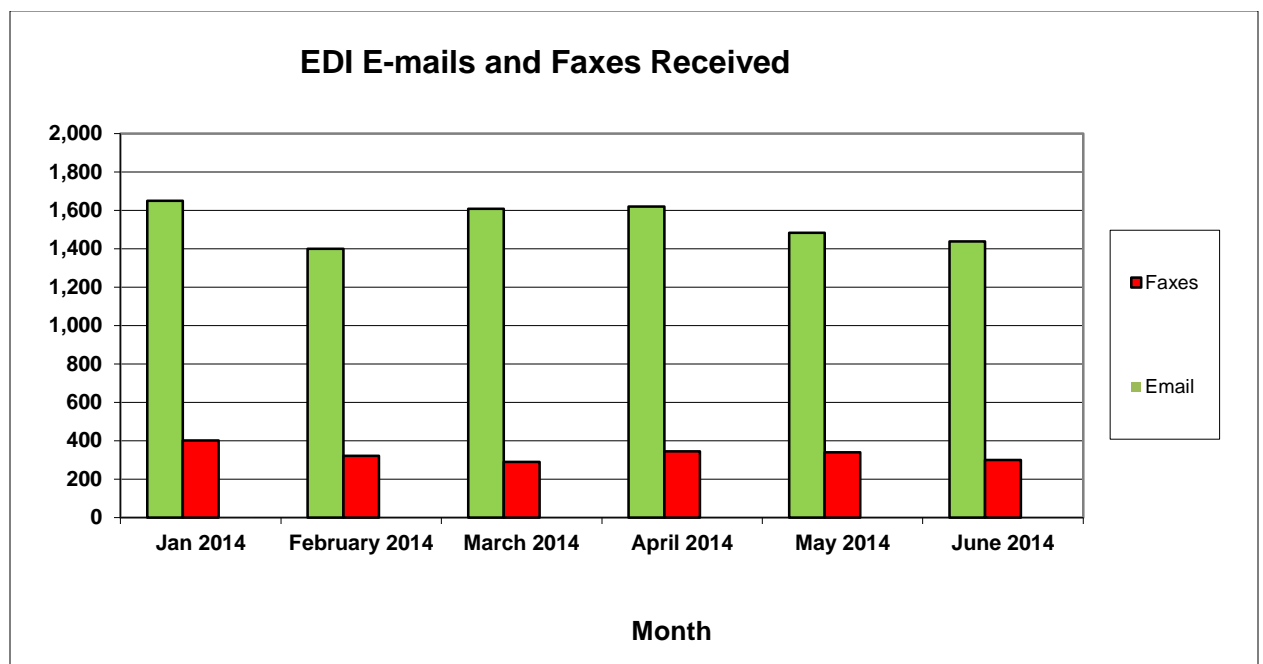
MEUPS Top 5 calls:

1. Password resets (*see table below*)
2. Request to change Administrator of account
3. PIN release request to set up new account
4. Medicaid contract has end-dated, resulting in no access to KyHealth Net
5. How to navigate member eligibility

| Category | Jan 2014 | Feb 2014 | Mar 2014 | Apr 2014 | May 2014 | June 2014 |
|------------------------------------|----------|----------|----------|----------|----------|-----------|
| Password Resets Received Via phone | 624 | 468 | 499 | 422 | 446 | 484 |

12.2 EDI E-mails and Faxes Received

| Category | Jan 2014 | Feb 2014 | Mar 2014 | Apr 2014 | May 2014 | June 2014 |
|------------------|----------|----------|----------|----------|----------|-----------|
| E-mails Received | 1,650 | 1400 | 1,608 | 1,620 | 1,483 | 1,438 |
| E-mails Answered | 1,650 | 1400 | 1,608 | 1,617 | 1,483 | 1,436 |
| Faxes Received | 401 | 321 | 290 | 345 | 339 | 300 |
| Faxes Answered | 401 | 321 | 290 | 340 | 338 | 289 |



EDI Top 5 E-mail Requests:

1. Password resets (*see table below*)
2. Status of MAP 380
3. Status of 835
4. Research
5. Verify electronic file transmission

| Category | Jan 2014 | Feb 2014 | Mar 2014 | Apr 2014 | May 2014 | June 2014 |
|-------------------------------------|----------|----------|----------|----------|----------|-----------|
| Password Resets Received Via e-mail | 413 | 371 | 338 | 392 | 290 | 389 |

EDI Top 5 Fax Requests:

1. PIN release forms* (*see table below*)
2. Change of Administrator forms* (*see table below*)
3. MAP 380s and 246s
4. 835s
5. Trading Partner Agreements

| Category | Jan 2014 | Feb 2014 | Mar 2014 | Apr 2014 | May 2014 | June 2014 |
|--------------------------------|----------|----------|----------|----------|----------|-----------|
| PINs Received via fax | 899** | 182 | 360 | 315 | 1007*** | 231 |
| Admins Received via fax | 195 | 160 | 165 | 207 | 317 | 234 |

*All PIN release and Change of Administrator responses are outbound via e-mail only.

** Many providers set up accounts in Kentucky HealthNet in Jan 2014 in response to the EADO letter.

***There was one fax received from University of Cincinnati Health that included 984 PIN requests, also in response to the EADO letter.